

Klamath and Lake County
Regional Workforce Investment Board
Public Committee Meeting

June 17, 2008

9:30-11:00am

WorkSource Oregon One-Stop Center
Klamath Falls, OR

AGENDA

- | | | |
|------|--|----------------------------|
| I. | Call to Order | Tara Pritchard, RWIB Chair |
| II. | Election of Committee Chair | Tara Pritchard |
| III. | Review Notes from Business
And Industry Group Discussion
(See Attachment A) | Committee Chair |
| IV. | Discussion Committee Charter
(See Attachment B) | All |
| V. | Affinity Diagram Process
“What Strengths do we bring to RWIB?”
How can we improve to help the mission
of the RWIB? (See Attachment C) | Randy Norris
All |
| VI. | Open Discussion/ Good of the Order | All |
| VI. | Next Meeting Date | Committee Chair |
| VI. | Adjourn | |

As a participant at this meeting – please consider the following guidance in order for us to achieve positive outcomes together.

- While the RWIB is a Board bound by Oregon’s public meeting law – The Chair does have the authority to require specific actions/ from members and the public at large, therefore-
 - Meetings shall at all times be orderly and respectful;
 - RWIB members and invited guests are welcome at the Board table, members of the public who are not Board members or invited guests should take a seat in the audience;
 - Comments from the public will be accepted at the end of the meeting under Good of the Order if time permits;
 - No person shall be heard unless called upon by the presiding officer;
 - The presiding officer may terminate the meeting when necessary or refuse to recognize anyone who: a. Is disorderly, abusive or disruptive; b. Takes part in or encourages audience demonstrations, such as applause, cheering, display of signs, shouting or other conduct disruptive of the meeting; C. Speaks without first receiving recognition from the presiding officer and stating his or her full name and residential address; or d. Presents irrelevant, immaterial or repetitious comments.

Regional Workforce Investment Board
Business & Industry Member Discussion

NOTES

March 27, 2008
11:30 a.m. – 1:30 p.m.
Shillo Inn Board Room
Klamath Falls, Oregon

On March 27, business and industry members of the RWIB for Klamath and Lake Counties gathered for an informal discussion. The meeting was requested by RWIB Chair Tara Pritchard in order to hear from members their perspectives on their membership role, the role they envisioned for the RWIB in region 11, and the one stop system in general.

Tara Pritchard, Scott Koch, Amy Hathaway (membership pending), Susan Galloway (membership pending), Marc Kane, Kathryn Rutledge, Jerry Bowers, Archie Linman, and Pamela Redding participated. Kris Latimer, TOC/OWA staff facilitated.

Because several members are new to the RWIB the group began by sharing information about themselves, their business / industry involvement, why and when they joined the RWIB, and how they felt about current developments of the RWIB and/or the Workforce Development One-Stop system.

Most individuals shared that they joined the RWIB because they were using the system to access job seekers and they wanted to provide private sector insights and guidance. Members sighted issues related to recruitment and job referral including work readiness (i.e. attitude, absenteeism, appearance and skills) as well as life skill issues of drug/alcohol abuse, child care, etc. They also felt that they brought perspectives to the discussion of the delivery of services that could augment the return on investment made (i.e. increased investments in on the job training).

Members also expressed their broader reasons for joining the board which included: being involved with the provision of support and opportunities for youth and general community service.

Members felt strongly that their concerns / issues were down played by the public sector and one-stop partners at the RWIB table. Members expressed frustration regarding the domination by the partners of conversations and agendas, when the RWIB, by policy, is to be lead by the private sector.

The business and industry members who participated in this meeting felt that the system could be more effective by – engaging the business and industry members more fully in conversations about the investment of flexible funds (i.e. Employer Workforce Training Fund), how to positively impact the economic vitality of the rural area, developing

mechanisms to assist employers in training workers (subsidies, opportunities, clusters, industry co-op's and consortia).

Members also voiced opinions about the current “one-stop” system operating in Klamath Falls particularly and several concerns were raised. The majority of members felt the current design was inadequate and did not accurately reflect the desires of the one-stop committee (which was business lead). The group agreed that the one-stop and the services delivered within and via the internet were inadequate to meet business and/or job seeker needs.

The desire expressed by these members for the one-stop is for it to move away from being a “facility” to being a place where job seekers may stop in, review job postings which are readily available (i.e. bulletin board style). Members, as employers, also want to see the partners in the one-stop be sensitive and responsive to their needs – several concerns regarding job seeker / referral services and job postings were raised.

Other concerns about the current delivery of services by the one-stop partners include overall responsiveness, access, flexibility, attitude, understanding and desire / ability to meet the needs of business.

Following this lengthy conversation the group took a moment to review the roles of the RWIB specifically related to the concerns they expressed. The RWIB has a role (in partnership with the Oregon Workforce Alliance) in the coordination and oversight for regional workforce activities, including:

- Timely review and evaluation of regional workforce related programs (all programs involved in the one-stop system), resources and activities; and
- Implementation of regional programs/expectations designed to increase the capability, productivity or efficiency of regional programs.

Based on the input of the members and roles as defined – the group saw good alignment in their ability to address concerns they expressed in common and want to pursue this conversation further.

Members turned the conversation back to the effectiveness of the RWIB structure and current meeting agendas, expressing concerns about the dominance of representation from the public sector and continued focus on “programmatic” conversations that are of little if any value to business and industry.

The group reviewed quickly the RWIBs current membership and committee structure. According to the current bylaws the RWIB will maintain the following committees:

Workforce Response Team: The Workforce Response Team (WRT) is responsible for the solicitation and designation of projects funded under the Employer Workforce Training Fund. Required members of the WRT who are not members of the RWIB are allowed to fully participate.

Youth Committee: The RWIB will maintain a Youth Council.

One-Stop Committee: The One-Stop Committee shall consist of those public and at-large members who participate in the region’s one-stop system. This

committee will meet on a regular basis to conduct business directly related to program/systems operations.

Other committees (i.e. membership) may be designated by the Chair on an ad-hoc basis

It was noted that these committees had been established and were meeting in the Spring of 2007 but had ceased to meet or to report back to the Board over the past several months.

As the members discussed their concerns and the functionality of the Board it was apparent that recommendations for the future operation of the RWIB were in order and therefore the group respectively submits the following for consideration / discussion:

First, a business and industry committee should be established by the Chair. Membership of this committee will be made up of all business and industry members, plus the Labor Representative to the Board so long as that individual represents organized labor in the private sector.

Second, the One-Stop Committee is to be directed to meet as defined in the bylaws and a chair of that committee will be selected.

Third, the RWIB should consider meeting on a less frequent basis in order to allow committees to work between meetings and to make meeting agendas more meaningful. Suggestion is quarterly at this time.

By providing the opportunity for committees to gather, meet and work between meetings, the RWIB can expect to see progress towards goals, meaningful work and engaged members.

Following this conversation the group adjourned due to time. All attendees expressed their appreciation for the opportunity to meet and to discuss their concerns and their desire to continue to work with the RWIB in order to assist the one-stop system to realize a more significant return on investment.

ONE-STOP / PUBLIC PARTNERS COMMITTEE

ATTACHMENT B

One-Stop / Public Partners Committee - Mission: (Some suggestions to get the conversation started☺)

The One-Stop Career Center Committee insures that the interests of job seekers and employers are equally represented in the One-Stop system. It insures that the One-Stop system provides comprehensive services in a seamless, integrated, effective and efficient manner. It insures that knowledgeable, skilled One-Stop system staff delivers high quality services, resulting in high levels of customer satisfaction. It insures that the One-Stop system meets or exceeds performance standards as defined in policy.

The One-Stop Career Center Committee also serves as the One-Stop Implementation Team, which insures the continuing implementation of One-Stop system activities. It identifies and monitors the flow of One-Stop services and implements team management of the One-Stop system. It guides and directs One-Stop operations to enhance the quality of customer services and insures continuous improvement of the One-Stop system. It defines and approves One-Stop protocols and criteria

Major Areas of Responsibility:

- Assure that investments in the One-Stop system are targeted to support talent / skill development of job seekers / workers that match current and emerging needs;

One-Stop / Public Partners Committee Meeting Schedule:

July 7 10:30 – 11:30 WorkSource Oregon One-Stop Center

The Klamath and Lake County RWIB is part of The Oregon Workforce Alliance Rural Workforce Network and as such is working toward the Vision for 2012 to:

Be the driving force for an evolution in attitudes and behavior at every level, that embraces the necessity for Oregon's citizens, business and industry to "skill up," ultimately revolutionizing our rural economies. Supported by the development and targeted investment of revenues, curriculum, infrastructure, political pathways and partnerships.

Attachment C

About the Affinity Diagram Process:

The Affinity Diagram Process is used generate a large number of issues or ideas. These issues/ideas are then categorized into neutral groupings.

- The process is helpful to bridge longstanding communications barriers.
- The process allows breakthrough solutions to emerge.
- The process allows all to participate in an orderly and have a voice.

How the process works:

Step 1:

Everyone is given 10 post-it note stickies and a sharpie marker.

Step 2:

Members of the board and those in the audience (depending on how large the audience is) are given 10 minutes to brainstorm ideas to the stated question(s). This is done in silence.
(Note: If you feel more comfortable pre-writing post-its you may bring them to the meeting. Please limit ideas to ten)

Step 3:

All post-its are gathered and put randomly on a blank wall.

Step 4:

Members of the board will one at a time review post-its on the wall and group them into categories that are similar. A member of the board following another member may remove post-it note placed in a category by a preceding member from the category that it was placed in and put it in a different category or form a new category. If there is strong opinion that the post-it belongs in both categories then a second post-it is created.

Step 5:

Facilitator will then verbally address/ review items in each category and work with board members to reach agreement for category names. At this time if the meaning of idea or issue on the post-it needs clarification the facilitator will ask for additional input from the member/ audience.

Note: We will supply the post-it notes and sharpie markers the day of the meeting.

How this information will be used:

The perceived strengths and weaknesses will be put into a S.W.O.T. report (Strengths, Weaknesses, Opportunities, and Threats) and presented to the Private members of the RWIB. We will ask for additional input from the private members of the RWIB in the form of strengths and weaknesses.

We will present the final report to the RWIB as a whole in August.

It is our hope that this report will provide three benefits:

1. The report will be a constructive communication tool.
2. The report will become a vehicle that will allow the RWIB to identify and exploit our strengths to job seekers and employers.
3. The report will provide a tool for the RWIB to help us identify where we need to improve, provide a platform to create a prioritized Action Plan with projected time table to accomplish these improvements.